

9-1-1 Cost Study

Scope of Work

Draft

The purpose of the study is to determine the statewide cost of 9-1-1 in Virginia and identify potential efficiency improvements. The 9-1-1 Services Board recommended the formation of a committee to provide recommendations on NG9-1-1 recurring costs. The NG9-1-1 Sustainable Funding Committee purports that local 9-1-1 expenses are increasing much more rapidly than the Wireless E-911 Fund. This study should determine statewide 9-1-1 costs, and trends related to these costs, through an analysis of primary PSAP operational expenses over the past five fiscal years.

The 9-1-1 Services Board only has visibility into payments made from the wireless E-911 Fund, but local governments receive funding from other sources. These other sources include Compensation Board, Communications Sales and Use Tax (CSUT), and local funding. Primary PSAP payments from the Wireless E-911 Fund are based on a funding methodology that includes only two determinants: total 9-1-1 calls and population. This study should also include recommendations related to the wireless funding formula that will be recalculated effective July 1, 2023. The Board is particularly interested in strategies to establish an equity-based approach to statewide funding that utilizes metrics and criteria for determining most at-risk PSAPs.